Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## PSAP Operations

9-1-1 Call Volume – February 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,775	987	35.6%	1,783	64.4%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned**
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	**5,685**	**2,151**	**37.9%**	**3,519**	**62.1%**	**15**	**0.3%**	**1,118**	**19.7%**
AVG PER MO	**2,843**	**1,076**		**1,760**		**8**		**559**	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – February 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
None				

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## PSAP Operations (continued)

2/1/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
	A projected completion date to resolve this trouble is March 31, 2010 according to Goldie Cross of AT&T Mobility. The completion date is dependent on a rehoming project and tower validation. Once that is completed, AT&T Mobility will work with Intrado to do changes island by island to the CGI information that allows tower information (addressing) to display when rebidding or transferring to a secondary PSAP. All involved parties have agreed to the projected completion date which could change due to PSAP availability for testing.
2/1/10 -- Ongoing	Kathleen Langtad and Akimeka personnel continue to monitor the monthly statistics for Admin call totals. Based on the definition provided by Stephen Douglass of Hawaiian Telcom, Inc. (HTI), a trouble ticket was opened since the counts were higher than normal or as expected. HTI reported that trouble on one of the outdial trunks could have caused the abnormal count. The trouble ticket is still open and HTI is monitoring and testing the trunks.
	HTI moved the outdial trunks for the Kauai County PSAP to a new span and monitored the trunks. There was no further occurance of trouble. Akimeka personnel, along with Kathleen Langtad reviewed the February monthly statistics report. Using a benchmark of 0 to 5 Admin calls in a calendar month and that there are no reports of abnormal notification sounds, the Kauai County PSAP supported the closing of the trouble ticket.
2/1/10 -- Ongoing	Akimeka personnel continues to work with Wavecomm Solutions (formerly Pacific Lightnet) to resolve and clear an open trouble ticket for the Kauai Beach Hotel where no ANI/ALI is being sent on 9-1-1 calls.
	Kauai County PSAP is waiting for Wavecomm Solutions to test with the hotel before the trouble ticket is closed.
2/1/10 -- Ongoing	Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, and SB2769 - Emerging Technologies.
2/1/10 -- Ongoing	OnStar, Intrado and Akimeka personnel continue to work on potential testing dates for the Neighbor Island PSAPs. Testing will include Latitude and Longitude of the vehicle on the Plant/CML screen.
02/08/10	Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the February 25th NENA Governmental teleconference.
2/11/10 -- Ongoing	Akimeka personnel continued to work with Wireless Enhanced Board Executive Director, Mr. Glenn Roach, to review and post questions involving Safelink/Tracfone certification.

- ## PSAP Operations (continued)

02/12/10	Akimeka personnel participated in a webinar regarding "3-1-1 & 9-1-1 Jurisdictional Call Centers".
2/17/10 -- Ongoing	Akimeka personnel provided assistance to the Kauai County PSAP to price out a 5th Plant/CML position and the associated network.
2/19/10 -- Ongoing	Akimeka personnel worked with Kathleen Langtad and Allen Hanike of DLNR to establish new callbox information at Polihale State Park.
02/25/10	Akimeka personnel participated in the monthly APCO Data Transfer Committee conference call.
02/25/10	Akimeka personnel participated in the monthly NENA Governmental conference call.
02/27/10	The State of Hawaii was under a tsunami warning as a result of the earthquake in Chile. The first sirens were sounded at 6:00 a.m. HST. Fortunately, the State of Hawaii did not sustain any damage as a result of the multiple tsunami waves and all residents and property were protected.

- ## MSAG

Current Month – February 2010

												(a)	(b)	
2010		**9-1-1NET REQUESTS**										**Customer Address Change Requests Submitted**	**In Suspended Status as of Report Month End**	
PSAP	**TOTAL**	**Total**	**Change**	**Combined**	**Delete**	**Insert**	**Split**	**Customer Addresses Affected**					**# of Transactions**	**TNs Affected**
KAUAI	39	38	17	2	11	7	1	66				1	0	0
		Revised categories and report format changes effective April 2009.												

A total of 39 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

During the month of February 2010, 66 customer ANI/ALI records were corrected as a direct result of the 38 change requests made to the MSAG database. There are currently no requests under Requested or Suspended status in 911Net, and all 701/709 issues have been resolved.

Additionally, contact with VoIP service providers was initiated to discuss Hawaiian Telcom Format 6 compliancy regarding the Driving Directions field. Resolution is pending.

There are no records in Suspended status as of February 28, 2010.

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	76	75	43	3	13	12	4	195	1		
AVG PER MO	38	38	22	2	7	6	2	98	1		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## Mapping Layers Updated/Loaded Into GIS – February 2010

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers				
			02/26/10	
	02/23/10			Per AT&T Mobility Annual Audit
	02/17/10			
Street Centerlines				
	02/17/10			
	02/04/10			
Address Points				
			02/26/10	
	02/23/10			
	02/16/10			
	02/04/10			
Psuedo Address Points				
			02/26/10	
	02/25/10			
	02/11/10			
Parcels				
Coastal Names				
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				
Hotels				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## Mapping Layers Updated/Loaded Into GIS – January 2010
  (continued)

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Medic Beat Boundaries				
Milepost Markers				
National and State Parks				
Plat Maps				
Police Beats	02/25/10		02/26/10	Re-loaded to reflect new beat numbers
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
Tsunami Evacuation Zones				
WiFi Sites				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Kauai County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## Mapping Layers Updated/Loaded Into GIS – February 2010
  (continued)

Current Month GIS Activities – February 2010

02/08/10   Akimeka GIS personnel reconfigured Pictometry as follows:

1) Configured the project to allow queries on street centerlines and address points. The project previously was set up to allow queries only on TMKs and Milepost Markers. As such, the tool wasn't able to query on addresses or street names.

2) Configured the project to show attributes when a feature is selected as follows:
- TMK --> Parcel Owner
- Address Points --> House Number and Street Name
- Centerlines --> Street Name

3) Turned on auto labels for street centerlines and address points.

4) Changed the color of highlighted streets from black to blue. Since the parcel boundaries are in black, it made it difficult to distinguish and locate the selected streets.

5) Checked the coordinates search issue. Opened EFS both ways from PowerMap and the desktop and searched for the same Latitude/Longitude and got the same result.

6) Changed the project's units to decimal degrees per the dispatcher's request. The Latitude/Longitude values from the call are displayed in decimal degrees on the CML.

7) Ran the shapefile and dbf PDX upgrade for the GIS layers that Akimeka updated.

02/11/10   Akimeka GIS personnel loaded the new Pictometry Configuration to all PowerMap workstations.

02/26/10   Akimeka GIS personnel ran the index on the Pictometry project to reflect the update.

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## **Service Requests Transactions**

Open Service Requests – February 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/22/10	158	Incorrect Address	MSAG - ANI/ALI Discrepancy	Urgent	Request to update record sent to Sprint; corrrection pending.

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	3	2	1	2	2	1	0	0		0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**3**	**2**	**1**	**2**	**2**	**1**	**0**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions